



INCIDENT REPORTING PHONE LINE PROCEDURE

The Office of Long Term Care Division of Licensing of the Arizona Department of Health Services address is:

Office of Long Term Care Licensing
150 North 18th Avenue, Suite 440
Phoenix, Arizona 85007

Tucson Office: Division of Licensing services
400 West Congress Street, Suite 116
Tucson, Arizona 85701

The after-hours incident reporting phone number is:

602-364-2677

520-628-6973 (Tucson office)

Please note that this phone number is the only one to be used for reporting unusual occurrences and/or incidents after business hours. When you call this number, please leave the following information:

- Facility Name:
- First and last name and phone number of person reporting:
- Date of incident:
- Type of occurrence:
- If abuse, what type of abuse (i.e. physical, sexual, verbal, fiduciary):
- First and last name of both the resident and the alleged perpetrator:
- If sexual abuse, does the allegation involve penetration vs. inappropriate touching, was a physical assessment done, or rape kit if appropriate:
- How are residents being protected pending outcome of investigation for abuse? This includes how residents are being protected when the assailant is another resident:
- If reporting a missing person, please give their first and last name and note if the resident/patient has been located.

If the report is of a very serious nature, please indicate that on your message and every effort will be made to return your call on a priority basis.

Incident/Occurrence calls are logged off on the next business day. The calls are given a date and time stamp so we have that information automatically.

The following rules and regulations identify State and Federal reporting requirements.

R9-10-904.E.7. Injuries of unknown source that require medical services, disasters, or incidents must be reported within 24 hours or first business day after the injury, disaster, or incident.

F225, §483.13(c)(1)(2) alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown source and misappropriation of resident property are reported immediately (within 24 hours) to the administrator of the facility and to other officials in accordance with State law through established procedures (including the State survey and certification agency).

For questions about occurrence/incident requirements and copies of regulations and incident reporting materials, please phone ADHS at 602-364-2536.

PLEASE NOTE: Reporting unusual occurrences to the Office of Long Term Care does not relieve the facility from reporting requirements of other agencies.

If a determination is made that an event is not reportable to the Office of Long Term Care, this does not relieve the facility of its responsibility to investigate and take appropriate action.